Name:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Period:\_\_\_\_\_\_\_\_\_\_

**PROSTART CHAPTER ONE**

1. What are the two segments of the food service industry? (7)

2. What are the types of food service within the segments: (7-11)

|  |  |
| --- | --- |
| Commercial | Non Commercial |
| 1.  2.  3.  4.  5. | 1.  2.  3.  4.  5. |

3. Define Travel and Tourism. (12)

4. Define Hospitality. (12)

5. Define Tourism. (13)

6. What are the six forms of transportation listed in the book. (13)

1. 4.

2. 5.

3. 6.

7. List several key aspects to Hospitality and Foodservice for each of the following time periods.

Greece and Rome (14-15)

Middle Ages (16)

Renaissance through French Revolution (17-18)

Colonial North America (19)

Industrial Revolution (19-20)

The Gilded Age (22-23)

The 20th Century (23-27)

8. Define the Zagat Survey (36)

9. Define the Michelin Guide (36)

10. Give examples and tell how food service works into each of these: (36-46)

|  |  |
| --- | --- |
| Catering |  |
| Retail |  |
| Stadiums |  |
| Convention Centers |  |
| National and State Parks |  |
| Theme Parks |  |
| Shopping |  |
| Monuments, Museums & Zoos |  |
| Health Services |  |
| Schools and Universities |  |
| Military |  |
| Corrections |  |
| Lodging |  |

11. What is front-of-the-house? (46)

12. What is back-of-the-house? (46)

13. What does each job entail? (48-49)

|  |  |
| --- | --- |
| Manager |  |
| Server |  |
| Host/Hostess |  |
| Executive Chef |  |
| Sous Chef |  |
| Line Cook |  |

14. What is the difference between: (54-55)

Leisure Traveler:

Business Traveler:

15. Define the following: (55-56)

|  |  |
| --- | --- |
| Cultural & Historic Tourism |  |
| Environmental Tourism |  |
| Recreational Tourism |  |

16. What is an amenity? (56)

17. What amenities are typically included in the following lodging properties: (56-59)

|  |  |
| --- | --- |
| Luxury |  |
| Full-Service |  |
| Mid-Priced |  |
| Economy |  |
| All-Suite |  |
| Resorts |  |
| Bed & Breakfast |  |

18. What does each diamond in the AAA rating mean? (60)

|  |  |
| --- | --- |
| 1 |  |
| 2 |  |
| 3 |  |
| 4 |  |
| 5 |  |

19. What does AAA look for in their rating system? (60-61)

20. The Mobil Travel Guide rates properties with a five-star system. What does each star mean? (61)

|  |  |
| --- | --- |
| 1 |  |
| 2 |  |
| 3 |  |
| 4 |  |
| 5 |  |

21. What is the purpose of the PMS software?